FY24 Rates

Application Developer Rate*

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Tier 1	$72.84	$79.01	Hour
Tier 2	$88.76	$94.70	Hour
Tier 3	$101.87	$110.34	Hour
Tier 4	$114.70	$125.51	Hour
Master Engineer/Consultant	SBA	SBA	Hour

Communications and Phone Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Business Phone Line VoIP (incl. Softphone & LD)	$29.16	$28.85	Line/Month
Business Phone Line Analog	SBA	SBA	SBA
Toll Free	$0.0342	$0.0353	Minute
Persistent Chat	$9.35	$8.78	User/Month
Contact Center	$25.44	$28.10	Core License/Month
Technician Hourly Rate	$71.40	$90.33	Hour

FY24 Rates

Computer Support Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Computer and Helpdesk Support	$70.85	$74.34	Device/Month
AdobePro/Sign**	$1.56	$1.62	Device/Month
DaaS AWS	Cost + 10%	Cost + 10%	Cost + 10%
DaaS Citrix/GCP	$39.28	$43.67	Device/Month
Google Email and Collaboration Tools	$11.02	$12.22	Account/Month
On-Call Support	SBA	SBA	SBA

Network Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Network Connection (ISP, VPN)	$55.86	$55.63	Device/Month
Network Connection - IoT	$9.82	$9.82	Connection/Month
Network Services - 10 GB	$223.43	$222.52	Connection/Month
Network Connection - Non-Cabinet Agencies	$63.45	$64.08	Device/Month

FY24 Rates

Security Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Security Support (including Authentication Services)	$30.44	$44.85	Device/Month
Security Assessment & Remediation		See Security Assessment Table	N/A

Database Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
Oracle Database Hosting Core Model	$961.38	$1138.69	Core/Month
Oracle Database Hosting Shared Model	$9.47	$11.07	GB/Month
SQL Database Hosting Core Model	$906.08	$1189.50	Core/Month
SQL Database Hosting Shared Model	$11.51	$12.14	GB/Month

FY24 Rates

Hosting Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
State Data Center Services			
Processing (CPU)	$45.39	$46.25	CPU/Month
Memory	$6.81	$6.95	GB/Month
General Purpose Storage	$0.0696	$0.0800	GB/Month
Back-up Services	$0.1641	$0.1993	GB/Month
Web Application Hosting	$109.81	$109.81	Instance/Month
Data Center Rack Space - Full Rack	$936.85	$936.86	Rack/Month
Data Center Rack Space - Rack U	$31.23	$31.23	Rack U/Month
Public Cloud Services			
Cloud Hosting and Storage Services	Actual Cost	Actual Cost	Cloud
DTS Cloud Infrastructure*	$1.00	$2.42	Hour

Print Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
High Speed Laser Print	$0.0268	$0.0269	Image

FY24 Rates

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Miscellaneous Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
DTS Consulting Charge	See Application Developer Rate Table		Hour
Consultant Services (Managed Service Provider)	Cost + 3%	Cost + 3%	N/A
All Other Contracts	Up to Cost + 1%	Up to Cost + 1%	N/A
Enterprise Software (Adobe, Microsoft, Salesforce, etc.)	Up to Cost + 10%	Up to Cost + 10%	N/A
Other Technical Services	Cost + 10%	Cost + 10%	N/A
Service Now License	N/A	$40.00	User/Month
Microsoft Power App License	N/A	$15.03	User/Month
Salesforce Service Cloud Unlimited License	Up to Cost + 10%	$121.06	User/Month

UGRC Services

Rate Name	FY23 Current Rate	FY24 Approved Rate	Units
GPS Subscriptions	$600.00	$600.00	Subscription/Year
GIT Professional Labor	See Application Developer Rate Table		Hour

FY24 Rates

Security Assessment Table***

Group	Device Bracket	Annual Cost
Insurance Only	SBA	$3,565.00
Limited Agencies	1-99	$15,500.00
Small Agencies	100-499	$31,000.00
Medium Agencies	500-1999	$62,000.00
Large Agencies	2000-4999	$124,000.00
Extra Large	5000 +	$248,000.00

*Approved Rates for Application Developers include the $2.35/hour Cloud Infrastructure rate.

**Adobe Pro/Sign and Desktop will be combined in a single charge.

***Bracket will be determined based on FY22 monthly device counts

Note: In some cases, the Approved rate is different from the calculated rate due to a planned management of retained earnings.